NORTEL NETWORKS

# Enterprise Edge Voice Messaging
# AMIS Set Up and Operation Guide

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# Contents


**Chapter 1 How to use this guide 7**

Introduction 7
How this guide is organized 7
Conventions used in this guide 8
Prerequisites 8
Other documents 8

**Chapter 2 Learning about AMIS 9**

Introduction 9
How AMIS works 9
About AMIS default feature settings 10
Sending Network Messages 11
- Direct Addressing 11
- Site-Based Addressing 12
- Network Delivery Mailboxes 12

Who can use AMIS 12
Setting up AMIS 13
Your role as System Administrator 13

**Chapter 3 Setting up Dialing Translation 15**

Introduction 15
About Dialing Translation 15
- How the Dialing Translation Table works 15
- Phone number Translation 16
- Network Access 17

Dialing Translation Parameters 18
- Setting the Dialing Translation Parameters 19
- Setting up the Dialing Translation Table 19
- Reviewing the entries in the Dialing Translation Table 20
- Changing an entry in the Dialing Translation Table 20
- Deleting a Dialing Translation Table entry 21

Technician-Created Dialing Translation Table 21
- Creating the Dialing Translation Table file 21

**Chapter 4 Setting up AMIS 23**

Introduction 23
Setting up AMIS 23
Setting up the Site Network Identification Number 23
Recording the System Name (attached to messages) 24
Recording the Sender's Name (attached to messages) 25
Enabling the Loopback Mailbox 25
Entering Outdial Parameters 25
AMIS default feature settings 26
Setting up an AMIS Network Site Table 28
Adding a site to the Network Site Table 29
Changing a site in the Network Site Table 29
Deleting a site from the Network Site Table 30
Setting up Call Scheduling 31
Entering Call Scheduling times 33
Setting up outdialing channel configuration 33
Testing Network Message capability 34
Sending a Test Network Message 35

**Chapter 5 Setting up and maintaining Network Delivery Mailboxes 37**

Introduction 37
About Network Delivery Mailboxes 37
Adding a Network Delivery Mailbox with a Direct Address 38
Changing Network Delivery Mailbox parameters for Direct AMIS addressing 41
Adding a Network Delivery Mailbox with a Site-Based AMIS Address 42
Changing Network Delivery Mailbox parameters for Site-Based AMIS Addressing 44
Deleting a Network Delivery Mailbox 45

**Chapter 6 Network Messaging using AMIS 47**

Introduction 47
Disabling Network Messaging 47
Disabling the Network Receive Feature 47
Disabling the Network Delivery Feature 48
Disabling the Network Reply Feature 48
Disabling Network Messaging using the Enterprise Edge Voice Messaging Class of Service 49
Re-enabling Network Messaging 49
Re-enabling the Network Receive Feature 49
Re-enabling the Network Delivery Feature 49
Re-enabling the Network Reply Feature 50
Re-enabling Network Messaging using the Enterprise Edge Voice Messaging Class of Service 50

Sending Network Broadcast Messages 50
Enabling the Broadcast Message Feature 51
Enabling the Network Group List Feature 51

**Chapter 7 Troubleshooting AMIS 53**

Introduction 53
Transmission problems and solutions 53
Connection problems and solutions 54
AMIS error messages 56
AMIS error messages on the display 56
AMIS voice prompt error messages 57

**Chapter 8 Appendix A: AMIS Programming Record 59**

Before you begin 59
Programming overview 59

**Chapter 9 Appendix B: Default Specifications 63**

Class of Service values 64

**Glossary 65**

**Index 69**

# How to use this guide 1

## Introduction

This guide assists a System Administrator with setting up and operating Enterprise Edge Voice Messaging Audio Messaging Interchange Specification (AMIS). Use this guide as an ongoing reference aid.

This chapter tells you what to expect as you read this guide and how information in this guide is presented.

## How this guide is organized

The *Enterprise Edge Voice Messaging AMIS Set Up and Operation Guide* is organized into chapters that cover:.

| Chapter | Description |
|---|---|
| 1. How to use this guide | describes the contents and conventions of this guide. |
| 2. Learning about AMIS | summarizes how AMIS works and explains common voice messaging features used with AMIS. |
| 3. Setting up Dialing Translation | describes how to set up the Dialing Translation Table and set the Dialing Translation Parameters. |
| 4. Setting up AMIS | provides information necessary to establish your site on an AMIS communication network. |
| 5. Setting up and maintaining Network Delivery Mailboxes | explains how to add Network Delivery Mailboxes on an AMIS network. This chapter also explains how to change and delete Network Delivery Mailboxes. |
| 6. Network Messaging using AMIS | describes how to disable and enable network messaging. This chapter also describes Broadcast and System Group List network messaging features. |
| 7. Troubleshooting AMIS | provides diagnostic and recovery procedures for problems that can occur while setting up and operating AMIS. This chapter also provides a list of error messages that can appear when using AMIS. |
| 8. Appendix A: AMIS Programming Record | provides a programming record to keep track of AMIS set up information. |
| 9. Appendix B: Default Specifications | summarizes AMIS default feature settings. |
| 10. Glossary | defines the terms used in this guide. |
| Index | Provides an alphabetical list of information contained in this guide. |

## Conventions used in this guide

The following conventions are used to describe the words and symbols that appear on display of an Enterprise Edge telephone:

| Convention | Example | Used for |
|---|---|---|
| Word is in a special font (shows top line of display) | Pswd: | Command line prompts. Used on Enterprise Edge one line and two line display telephones. |
| Underlined word in capital letters (shows bottom line of a two-line display telephone) | PLAY | Display button option. Available only on Enterprise Edge two line display telephones. You can press the button directly below the option on the display to proceed. |
| Dialpad buttons | # | Represents the buttons you press on the dialpad to select a particular option. |

## Prerequisites

Before you attempt to set up your site on an AMIS network, ensure you are familiar with how Enterprise Edge two line display telephones operate. We recommend you read your Enterprise Edge telephone user cards before proceeding.

You need a good knowledge of Enterprise Edge Voice Messaging. This guide assumes that you know how to operate the different Enterprise Edge Voice Messaging Feature Codes and that you are familiar with Enterprise Edge Voice Messaging programming and terminology.

For information about programming Enterprise Edge Voice Messaging, refer to the *Enterprise Edge Voice Messaging Set Up and Operation Guide.*

## Other documents

For more information about AMIS or Enterprise Edge Voice Messaging, refer to the:

- *Enterprise Edge Voice Messaging AMIS User Guide*
- *Enterprise Edge Voice Messaging Programming Record*
- *Enterprise Edge Voice Messaging Set Up and Operation Guide*
- *Enterprise Edge Voice Messaging Reference Guide*
- *Enterprise Edge Voice Messaging Quick Reference Guide*

# Learning about AMIS 2

## Introduction

The Audio Messaging Interchange Specification (AMIS) is the telecommunication industry solution to networking remote voice mail systems. AMIS provides communication among remote sites established on a network. This chapter describes the tasks involved in setting up your company on an AMIS network and your role as System Administrator.

This chapter describes:

- How AMIS works
- About AMIS default feature settings
- Sending Network Messages
- Who can use AMIS
- Setting up AMIS
- Your role as System Administrator

## How AMIS works

AMIS provides voice messaging to different mailboxes at different sites on a communication network. A network, as it is referred to here, is a collection of offices, locations or sites connected by a telecommunication link. Each site on the network must have AMIS installed and be enabled to send, receive or reply to Network Messages.

Network voice messaging occurs between mailboxes located at different sites. For instance, a message recorded at an office in Cleveland, Ohio can be transferred directly to the appropriate mailbox at an office in Toronto, Ontario.

Each site on an AMIS network is assigned a Network Identification Number. This number distinguishes a site country location, long distance and area codes and telephone number.

**Note:** For AMIS to function, the Dialing Translation Table must be created and all the Dialing Translation Parameters must be set. Refer to the figure About Dialing Translation on page 15.

## About AMIS default feature settings

AMIS allows you to provide your site with network voice messaging features. When a feature is enabled by default, it means the feature works automatically when AMIS is enabled. A feature with a default setting of N for No must be enabled before the feature can work. You can change the AMIS default feature settings to suit the needs of your company. The AMIS feature settings include:

- Network Receive
- Network Delivery
- Network Reply
- Sender Name (attached to messages)
- Network Broadcast Messages
- Network Group List
- Network Retries
- Network Retry Delay

When AMIS is enabled all the features are enabled except for:

- Sender Name (attached to messages)
- Network Broadcast Messages
- Network Group List

#### Network Receive

This feature allows you to specify whether your site can receive network voice messages from other AMIS sites. When this feature is enabled, your site can receive voice messages from other sites on the network. The default setting is enabled.

#### Network Delivery

This feature allows you to specify whether your site is capable of sending voice messages to other sites that have AMIS enabled. When this feature is enabled, your site can send voice messages to other sites on the network. The default setting is enabled.

#### Network Reply

This feature allows you to specify whether or not your site can respond to Network Messages. When this feature is enabled, your site can reply to messages from other sites on the network. The default setting is enabled.

#### Sender Name (attached to messages)

When enabled, this feature attaches the sender’s name to all messages sent from your site. The sender’s name plays as part of the recorded message. The default setting is disabled.

#### Network Broadcast Messages

When enabled, this feature allows you to send Broadcast Messages to all Network Delivery Mailboxes established at your site. The default setting is disabled.

#### Network Group List

This feature allows you to add Network Delivery Mailboxes to a Group List. When a voice message is sent to a Group List, all Network Delivery Mailboxes in the Group List receive the message. The default setting is disabled.

#### Network Retries

This feature sets the maximum number of times the system attempts to send a message before abandoning it and showing a Non-Delivery Notification. The default setting is three attempts.

#### Network Retry Delay

This feature states the length of time between delivery attempts of the same message. The default setting is 10 minutes.

## Sending Network Messages

When the Network Delivery feature is enabled, Network Messages can be sent to any site on an AMIS network with the Network Receive feature enabled. Network Messages can be sent in three ways:

- Direct Addressing
- Site-Based Addressing
- Network Delivery Mailboxes

**Note:** For information about sending Network Messages, refer to the *Enterprise Edge Voice Messaging AMIS User Guide*.

### Direct Addressing

Direct Addressing allows you to specify where a voice message is being delivered. You can send a voice message to any person inside or outside of your company who has an AMIS address. When you use Direct Addressing, you specify the telephone number of the destination site and the Destination Mailbox Number. The Line or Pool number or Route code Enterprise Edge Voice Messaging uses to make the call is taken from the Loopback Mailbox outdial setup.

### Site-Based Addressing

Site-Based Addressing allows you to send voice messages to other locations. You can send a voice message by using a Site-Based address that is similar to the telephone number of the person you are sending a message to.

To use Site-Based Addressing, you need two pieces of network delivery information before the message can be sent. You must have the destination site's site prefix and the mailbox number of the message recipient. After the message is recorded and the network delivery information is entered, the network message is automatically delivered to a mailbox.

You have to set up a Network Site Table before mailbox owners can use Site-Based Addressing. For information about setting up a Network Site Table refer to Adding a site to the Network Site Table on page 29.

### Network Delivery Mailboxes

Network Delivery Mailboxes allow callers at one site to quickly and easily send messages to a mailbox at a remote location. Each Network Delivery Mailbox is assigned a local mailbox number identifying the destination site telephone number, Line or Pool number or Route code, and Destination Mailbox number.

When a user selects a Network Delivery Mailbox, Enterprise Edge Voice Messaging automatically sends the message to the specified network address and mailbox (if Calling Block periods do not prohibit calls). Enterprise Edge Voice Messaging automatically accesses the specified line, dials the destination site telephone number and transmits the Network Message to the Target Mailbox. The user only records a voice message and selects the Network Delivery Mailbox number. For example, you might set up mailbox 5674 as a Network Delivery Mailbox. Add the mailbox to your Enterprise Edge Voice Messaging system and specify Line number 8, Destination telephone number 123-1213 and Destination Mailbox 234. Each time a registered Enterprise Edge Voice Messaging mailbox owner accesses mailbox 5674 at your site, Enterprise Edge Voice Messaging immediately knows it is a message intended for mailbox 234 at another location.

You can also set up a Network Delivery Mailbox with a site-based address. See Adding a Network Delivery Mailbox with a Direct Address on page 38.

For information about setting up and maintaining Network Delivery Mailboxes refer to About Network Delivery Mailboxes on page 37.

## Who can use AMIS

You assign AMIS through the mailbox Class of Service. AMIS is used by registered Enterprise Edge Voice Messaging mailbox owners who have initialized their mailboxes. Mailbox owners can send a Network Message only after they have opened their mailboxes. After recording a message, a mailbox owner can either send the message through Direct Addressing, Site-Based Addressing or use a Network Delivery Mailbox.

Network Delivery Mailboxes can also appear in the Company Directory. Although they appear in the Company Directory, only a registered mailbox owner can select a Network Delivery Mailbox.

**Note:** If a caller without a mailbox selects a Network Delivery Mailbox from the Company Directory, the caller is informed that access to the mailbox is not allowed. Only registered mailbox owners can access Network Delivery Mailboxes.

## Setting up AMIS

AMIS is fully operational when it is enabled. The set up tasks that you must perform are establishing your site's unique network identification number and recording your site's network name.

## Your role as System Administrator

As System Administrator, you perform all the tasks necessary for setting up and operating AMIS. This guide provides all the information you need for completing these tasks.

**Set up tasks:**

- set the Dialing Translation Parameters
- set up the Dialing Translation Table
- set up the Site Network Identification Number
- set AMIS Features and recording the site name
- set up an AMIS Network Site Table
- set up the Calling Blocks
- set up outdialing channel configuration
- set up and maintaining Network Delivery Mailboxes

**Operation tasks:**

- change a site in the Network Site Table
- change Network Delivery Mailbox parameters
- enable and disable Network Messaging features

**Note:** For more information about programming and using Enterprise Edge Voice Messaging Features, refer to the *Enterprise Edge Voice Messaging Set Up and Operation Guide.*

# Setting up Dialing Translation 3

## Introduction

After AMIS is enabled, you **must** set up the Dialing Translation Table. The System Administrator is responsible for the creation and maintenance of the Dialing Translation Table. This chapter explains:

- About Dialing Translation
- Dialing Translation Parameters
- Technician-Created Dialing Translation Table

To set up AMIS, you require an Enterprise Edge two line display telephone. You cannot set up AMIS from an Enterprise Edge one line display telephone.

## About Dialing Translation

There are several instances when Enterprise Edge Voice Messaging generates an outbound call. One instance is when a mailbox owner replies to a Calling Line Identification (CLID) message. In this situation, Enterprise Edge Voice Messaging generates a phone number to be dialed by the central office (CO).

Another instance is when AMIS Network Reply or the AMIS Loopback Mailbox are used. With these features, the phone number is generated from information transmitted with the original message.

In both instances several changes must occur before the number is dialed correctly through the local telephone network. You set up the Dialing Translation Table and Dialing Parameters to determine these changes.

### How the Dialing Translation Table works

A phone number is derived from information attached to an incoming Caller ID or AMIS message. The number is then looked up in the Dialing Translation Table. If the leading digit or digits match a Dialing Translation Table Input value, the number is substituted for the Output value. This change results in a phone number that is dialed on the CO network. The changing of the number usually consists of dropping the area code or inserting an access code, based on the dialing rules of the local network. For example, if a local number is prefixed with the long distance code 01, it is removed by the Dialing Translation Table.

The Dialing Translation process is immediate so calls do not take any longer to dial.

**Note:** Not all phone numbers need to be changed before dialing. The Dialing Translation Table is created by the System Administrator.

## Phone number Translation

The Dialing Translation Table changes Network extensions into numbers that are dialed on the local network. The Network extension form of a phone number is the normal form in which the number appears. For example, on a business card a phone number reads 403-555-5050. This number, in its Network extension form, must be translated into a number that can be dialed on the local telephone network. The Dialing Translation Table follows the rules required to make the call.

The Dialing Translation Table needs to define each possible case where some degree of change is needed to allow the number to be dialed on the local network.

Every Dialing Translation Table entry consists of an Input value and an Output value. The values in the Input column represent the leading digits of the Network extension that, if matched, are replaced by the corresponding value in the Output column. The * character shown after a value signifies any digits in the phone number remaining to be dialed. Enterprise Edge Voice Messaging automatically adds the * character after every Input and Output value.

Any phone number either matches a specific Input value or does not match at all.

The following tables are examples of Dialing Translation Tables and how they function.

**Example of a Dialing Translation Table from a site in Toronto, Ontario**

| INPUT | OUTPUT | Explanation |
|---|---|---|
| 011* | 011* | The Table does not attempt to translate international phone numbers. |
| 416* | * | The Table removes the 416 area code and dials all calls as 7 digits. |
| 905206*<br>90527*<br>etc.<br>(135 more entries) | 905206*<br>90527*<br>etc.<br>(135 more entries) | These telephone exchanges are dialed as local (no long distance charges) 10 digit calls from the 416 area. |
| 905* | 1905* | All other 905 numbers not listed in the Input column above are long distance numbers and must be dialed as 11 digit long distance numbers. |
| * | 1* | All 10 digit numbers that do not start with 011, 416 and 905 are long distance, and have 1 added as a prefix. |

**Example of a Dialing Translation Table from a site in Mountainview, California**

| INPUT | OUTPUT | Explanation |
|---|---|---|
| | | The Dialing Translation Table is empty. The local network in Mountainview supports 10 digit national dialing with recognized long distance charging.<br>In situations like the Mountainview example, there is no need to build a Dialing Translation Table. |

The next table is an example of a Dialing Translation Table taken from a site in area code 206 near a border with area code 360.

**Example of a Dialing Translation Table from a site near a border**

| INPUT | OUTPUT | Explanation |
|---|---|---|
| 011* | 011* | The Table does not attempt to translate international phone numbers. |
| 20644*<br>206626*<br>etc.<br>(40 more entries) | 44*<br>626*<br>etc.<br>(40 more entries) | Due to the site location, some calls are dialed as local 7 digit numbers. |
| 206* | 1206* | All other 206 numbers require 11 digit long distance dialing. |
| 360224*<br>360227*<br>360472* | 360224*<br>360227*<br>360472* | These 360 numbers are dialed as 10 digit local numbers... |
| 360* | 1360* | ...but all other 360 numbers are 11 digit long distance numbers. |
| * | 1* | All 10 digit numbers that do not start with 011, 206 and 360 are long distance and have 1 added as a prefix. |

## Network Access

The Dialing Table Translation results in a number that can be dialed on the local network. The final step is to add (prefix) digits to the beginning of the number to reach the local network from your Enterprise Edge system. Systems behind a PBX must have digits added to the beginning of the phone number. In North America 9 is typically added to the beginning of the phone number. Systems attached to the CO lines do not require digits to be added to the beginning of the phone number.

## Dialing Translation Parameters

The Dialing Translation process is controlled by four parameters. For AMIS to function, a value **must** be entered for the long distance access code and the area code parameters. Also, the reply translation parameter **must** be set to Y (yes). The Dialing Translation Parameters are explained below.

**Long distance access code** (Lg dst ac): This prefix is removed from any numbers that do not require it to make the call. This simplifies creating the Dialing Translation Table. For North America, set the long distance access code to 1. The default for this parameter is none. The length of this parameter is a maximum of 2 digits.

**Area code** (area cd): If the phone number entered by a caller appears to be missing an area code, the area code is prefixed to the number. If addressing information attached to a message appears to be missing an area code, the area code is prefixed to the number. The area code is considered missing if the number has fewer than 10 digits. The default for this parameter is none. The length of this parameter is a maximum of 6 digits.

**Access code** (Access cd): This number is prefixed to all numbers, after Dialing Translation, to access the local telephone network. The access code is required if Enterprise Edge Voice Messaging is installed behind a PBX. In North America, the access code is usually 9. If Enterprise Edge Voice Messaging is attached directly to CO lines, set the Access Code to none. The default for this parameter is none. The length of this parameter is a maximum of 16 digits.

**Reply translation** (Reply trans): When AMIS is installed, the reply translation **must** be set to Y. The default for this parameter is N.

### Setting the Dialing Translation Parameters

After AMIS is enabled, you **must** set up the Dialing Translation Table and Dialing Translation Parameters. Setting the Dialing Translation Parameters simplifies creating a Dialing Translation Table. To set the Dialing Translation Parameters:

1. Click the **Options** menu and then click **Dialing Translation Table**.
   The Dialing Translation Table dialog box appears.

2. Click the **Parameters** button.

3. In the **Long Distance Access Code** box, type the long distance access code.

4. In the **Area Code** box, type the area code.

5. In the **Access Code** box, type the access code.

6. At the **Reply Translate** option, select **Yes**.

7. Click the **OK** button.

8. Click the **Close** button to close the Dialing Translation Table dialog box.

### Setting up the Dialing Translation Table

To set up a Dialing Translation Table, you must enter an Input value and an Output value for each entry. The Input value is the number that Enterprise Edge Voice Messaging looks up in the Dialing Translation Table. After the corresponding entry is matched, the Output value is substituted for the Input value. The resulting number is ready to dial on the local network. Refer to the following tables for examples of how to set up the Dialing Translation Table: the table Example of a Dialing Translation Table from a site in Toronto, Ontario on page 16, the table Example of a Dialing Translation Table from a site in Mountainview, California on page 16, or the the table Example of a Dialing Translation Table from a site near a border on page 17.

To set up a Dialing Translation Table:

1. Click the **Options** menu and then click **Dialing Translation Table**.
   The Dialing Translation Table dialog box appears.

2. Click the **Add** button.

3. In the **Input Value** box, type the Input value. The Input value is a maximum of 14 digits.

4. In the **Output Value** box, type the Output value. The Output value is a maximum of 15 digits.

5. Click the **OK** button.
   Repeat steps 2 to 5 to add another Dialing Translation Table entry.

6. Click the **Close** button to close the Dialing Translation Table dialog box.

### Reviewing the entries in the Dialing Translation Table

You can review or check the entries in the Dialing Translation Table at any time.

To review the Dialing Translation Table entries:

1. Click the **Options** menu and then click **Dialing Translation Table**.
   The entries in the Dialing Translation Table appear in the dialog box.

2. After you have reviewed the entries, click the **Close** button to close the Dialing Translation Table dialog box.

### Changing an entry in the Dialing Translation Table

After a Dialing Translation Table is built, you can change the Output value of an entry at any time. To locate the entry that you want to change, refer to Reviewing the entries in the Dialing Translation Table on page 20.

**Note:** You **cannot** change the Input value of an entry. The entry must be deleted and a new entry must be created with new Input and Output values. To delete an entry, refer to Deleting a Dialing Translation Table entry on page 21.

To change an entry in the Dialing Translation Table:

1. Click the **Options** menu and then click **Dialing Translation Table**.
   The Dialing Translation Table dialog box appears.

2. Click the Dialing Translation Table entry that you want to change, and then click the **Change** button.

3. In the **Input Value** box type the new Input value.

4. In the **Output Value** box type the new Output value.

5. Click the **OK** button.

6. Click the **Close** button to close the Dialing Translation Table dialog box.

### Deleting a Dialing Translation Table entry

You can delete an entry in the Dialing Translation Table at any time. To locate the entry that you want to delete, refer to Reviewing the entries in the Dialing Translation Table on page 20.

To delete an entry in the Dialing Translation Table:

1. Click the **Options** menu and then click **Dialing Translation Table**. The Dialing Translation Table dialog box appears.
2. Click the Dialing Translation Table entry that you want to delete, and then click the **Delete** button.
3. A message appears that asks you to confirm the request to delete the entry.
4. Click the **OK** button to confirm the deletion.
5. Click the **Close** button to close the Dialing Translation Table dialog box.

## Technician-Created Dialing Translation Table

Since the Dialing Translation Table can be very large, you can create a Dialing Translation Table using a basic text editor program on your PC. After you create the ASCII file and save it to a floppy disk, the technician can load it onto the Enterprise Edge Voice Messaging system. The floppy disk can be used to install the Dialing Translation Table onto other Enterprise Edge Voice Messaging systems in the same calling area. This saves time when the Dialing Translation Table is the same for the Enterprise Edge Voice Messaging systems in the same calling area.

### Creating the Dialing Translation Table file

The Technician-Created Dialing Translation Table must conform to the following rules:

- Only one Dialing Translation Table entry per line. A Dialing Translation Table entry consists of one Input value and one Output value.
- There can be no blank lines in the Dialing Translation Table.
- The Input value must be entered first, followed by the Output value. The Input value must be separated from the Output value by one or more spaces. A tab can be used in place of a space.
- A null Input value must be represented by a single hyphen (-).
- A null Output value must be represented by a single hyphen (-).
- An Output value of a restricted extension must be represented by a #.
- No extra characters can be added to either the Input or the Output value. In particular, no * can be added after the Input or Output value. After the Dialing Translation Table is loaded on the system, the * is added automatically after each Input and Output value.

- Each Input entry must be in ascending numerical order, but longer strings must appear before shorter more generic sub-strings. All null Input values (-) must appear at the end of the Dialing Translation Table. Refer to the following tables for examples of how to set up the Dialing Translation Table: the table Example of a Dialing Translation Table from a site in Toronto, Ontario on page 16, the table Example of a Dialing Translation Table from a site in Mountainview, California on page 16, or the the table Example of a Dialing Translation Table from a site near a border on page 17.

  **Note:** The above rules must be followed to ensure the Dialing Translation Table functions properly.

The following table shows an example of a Dialing Translation Table created using a basic text editor.

**Technician-Created Dialing Translation Table**

| INPUT | OUTPUT | Explanation |
|---|---|---|
| 011 | 011 | First entry in the Dialing Translation Table. |
| 416 | - | The Input value is 416 and the Output value is null. |
| 905206 | 905206 | These specific 905 telephone exchanges appear before the more generic 905 entry. |
| 90527 | 90527 | |
| 905 | 1905 | The generic 905 sub-string must appear after the longer more specific 905 strings. |
| 9011 | # | 9011 is a restricted extension. |
| - | 1 | The Input value is null and the Output value is 1. |

# Setting up AMIS 4

## Introduction

Setting up a voice mail messaging network using AMIS establishes your Enterprise Edge Voice Messaging site on the network. This chapter explains the following:

- Setting up AMIS
- AMIS default feature settings
- Setting up an AMIS Network Site Table
- Setting up Call Scheduling
- Setting up outdialing channel configuration
- Testing Network Message capability

This chapter describes how to set up your Enterprise Edge Voice Messaging system for network messaging. This chapter also shows you how to test AMIS to ensure it is working properly.

**Note:** To set up AMIS, you require an Enterprise Edge two line display telephone. You cannot set up AMIS from an Enterprise Edge one line display telephone.

## Setting up AMIS

The AMIS parameters include:

- Setting up the Site Network Identification Number
- Recording the System Name (attached to messages)
- Recording the Sender’s Name (attached to messages)
- Enabling the Loopback Mailbox
- Entering Outdial Parameters

### Setting up the Site Network Identification Number

Establishing your site's network identification number allows your site to automatically access long distance dialing and allows other Enterprise Edge Voice Messaging systems to reply to messages sent from your site. The network identification number has two components. To send a Network Message, both components of the network identification number are required.

The first component establishes an outdialing sequence that indicates to Enterprise Edge Voice Messaging your site's International Access code. The International Access code is used by Enterprise Edge Voice Messaging for outdialing access. The International Access code is used to dial international calls from your location. Each country has a unique International Access code.

The second component of the network identification number identifies your site to other networks. This consists of establishing your Country code, Area code and your System Phone number. This number sequence is attached to messages sent from your site. This number allows a message reply to be sent directly back to the message sender. This number is unique for every Enterprise Edge Voice Messaging site.

**Note:** Your site's network identification number is established during installation, so it is not necessary to set up your site's network identification number. When your network identification number is established, your site is ready to send and receive Network Messages.

Before you begin, ensure you write the appropriate codes in the boxes provided.

- International Access code
  This is the code identifying the country where your site is located. This code allows international calling capability. In Canada and the United States, the International Access code is 011. This number is a maximum of four digits.
- Country code
  This is the code assigned to the country where your site is located. In Canada and the United States, the Country code is 1. This number is a maximum of four digits.
- Area code
  This is the code assigned to your calling area. For example, the area code for Kansas City is 816, and the area code for Calgary is 403. Each province, state, and sometimes city has a specific area code. This number is a maximum of six digits.
- System Phone number
  The System Phone number at your site is the number assigned to the Enterprise Edge Voice Messaging Automated Attendant. This number is a maximum of 16 digits.

### Recording the System Name (attached to messages)

After you have determined the components of your site identification number, select a name for your system. Have this name prepared before you make your recording. When you include the System Name, this feature adds the recorded system name to all messages sent from your site. The System Name is played as part of the recorded message. The default setting is disabled.

### Recording the Sender's Name (attached to messages)

When enabled, this feature attaches the sender's recorded name to each message sent from your site. The sender's name plays as part of the recorded message. The normal default setting is disabled.

### Enabling the Loopback Mailbox

Each Enterprise Edge Voice Messaging site has a special Loopback Mailbox that is used to determine if two sites are communicating properly. Whenever a Loopback mailbox receives a message, the message is immediately sent back to the originating mailbox. The Loopback Mailbox is automatically created when AMIS is installed. When AMIS is enabled, the Loopback Mailbox is disabled. Before another site can test Network Message capability, you must enable the Loopback Mailbox.

When you are testing your site's Network Messaging capability, ensure the destination site Loopback Mailbox is enabled.

### Entering Outdial Parameters

When you enable the Loopback Mailbox you must also establish which line, line pool or Route code Enterprise Edge Voice Messaging AMIS uses to make an outgoing call. You have to enter an outgoing line or pool or Route code to be used for:

- outgoing calls generated by the system for AMIS reply or Loopback purposes
- mailbox owners who use Direct Addressing

To set up the AMIS parameters:

1. Click the **Networking** menu and then click **AMIS-specific Networking Parameters**.
   The AMIS-Specific Networking Parameters dialog box appears.

2. In the **International Access Code** box, type the International Access code. This number is a maximum of four digits. The International Access code for Canada and the United States is 011.

3. In the **Country Code** box, type the Country code. This number is a maximum of four digits. The Country code for Canada and the United States is 1.

4. In the **Area Code** box, type the area code for your city, type the area code for your city, state or province. The area code is a maximum of six digits.

5. In the **Telephone Number** box, type your site's system phone number. This number is a maximum of 16 digits.

6. At the **Line**, **Pool** and **Route** options, select Line to select a specific outgoing line or select Pool for Enterprise Edge Voice Messaging to select a line within the a line pool or select Route to assign a Route code. The following steps assume you have selected a Line for outdialing.

7. In the **Line** box, type the line number.

8. At the **Loopback Extended** option, select **Yes** to enable the Loopback mailbox.

9. At the **Include System Name** option, select **Yes** to include the system name.

10. At the **Include Sender Name** option, select **Yes** to include the sender name.

11. Click the **OK** button to close the AMIS-specific Networking Parameters dialog box.

## AMIS default feature settings

Establishing AMIS Feature settings provides your site with network voice messaging features. These features include:

#### Network Receive

This feature allows your location to receive messages from other locations on the network. The default setting is enabled.

#### Network Delivery

This feature allows your location to send messages to other locations on the network. The default setting is enabled.

#### Network Reply

This feature allows your location to reply to messages sent from other locations on the network. The default setting is enabled.

#### Network Broadcast Messages

When enabled, this feature allows you to send Broadcast Messages to all Network Delivery Mailboxes established at your site. The default setting is disabled.

#### Network Group List

This feature allows you to add Network Mailboxes to a Group List. The default setting is disabled.

#### Network Retries

This feature sets the maximum number of times the system attempts to send a message before abandoning it and showing a Non-Delivery Notification. The default setting is 3 attempts.

#### Network Retry Delay

This feature states the length of time between delivery attempts of the same message. The default setting is 10 minutes.

**Note:** When a feature is enabled by default, it means the feature works automatically when AMIS is enabled. A feature with a default setting of N must be enabled before the feature can work.

To change the AMIS default feature settings:

1. Click the **Networking** menu and then click **General Networking Parameters**.
   The General Networking Parameters dialog box appears.

2. At the **Network Receive** option, select **No** to disable the Network Receive message feature.

3. At the **Network Deliver** option, select **No** to disable the Network Delivery message feature.

4. At the **Network Reply** option, select **No** to disable the Network Reply message option.

5. At the **Network Broadcast** option, select **Yes** to enable the Network Broadcast message option.

6. At the **Network Group List** option, select **Yes** to enable the Network Group List message option.

7. In the **Network Retry** box, type the number of retry attempts. The number of retry attempts ranges from 1 to 9.

8. In the **Network Delay** box, type the retry delay value. The network retry delay is the length of time between delivery attempts of the same message. This value ranges from 1 to 60 minutes.

9. Click the **OK** button to close the General Networking Parameters dialog box.

## Setting up an AMIS Network Site Table

Before users can send network messages to other sites using Site-Based Addressing, you must create a Network Site Table. This chapter shows you how to add, change and delete sites from the Network Site Table.

After a site is added to the Network Site Table, the site is automatically added to the site-based addressing portion of the Company Directory. For information about site-based addressing, refer to the *Enterprise Edge Voice Messaging AMIS User Guide*.

Assign the following parameters for each site:

#### Site Prefix

The Site Prefix is a number from 1 to 9 digits that identifies the site on the network. This number must be unique and not assigned to any other site on the local system. The Site Prefix cannot overlap any other Site Prefix in the Network Site Table. For example, a prefix of 6335 overlaps with prefixes 633 and 63350.

Ensure the Site Prefix is a number that is easy to recognize and remember for the user. The Site Prefix can be the same as the site's area code and three-digit exchange prefix. For example, if you normally dial 1-604-250-1111 to reach a site in Vancouver, 604250 is easy to recognize as the Site Prefix.

#### Site Name

A text name for the site is a maximum of 16 characters. This name is shown to the local user when addressing the message or reviewing message envelope information. If a value is not specified the display shows **Site** <**Site Prefix**>.

#### Recorded Site Name

A recording of the Site Name. The name plays to the local user when addressing the message or reviewing message envelope information. If you do not record the Site Name, the voice prompt plays "*Unknown site*".

#### Message Protocol

The Message Protocol is used for sending a message to the destination site. The default setting is AMIS.

#### Outdial Parameters (Line, Pool or Route code)

You are prompted to type the Line or Pool number that AMIS uses to make an outgoing call or select Route to use the Route code to call a specific site.

#### Destination Phone number

This is the phone number of the destination site. The phone number is a maximum of 30 digits.

### Adding a site to the Network Site Table

To add a site to the Network Site Table:

1. Click the **Networking** menu and then click **Site Administration**.
   The Site Administration dialog box appears.

2. Click the **Add** button.
   The AMIS-Specific Site Parameters dialog box appears.

3. In the **Site Name** box, type the site name. This is a maximum of 16 characters.

4. In the **Phone Number** box, type the phone number. This is a maximum of 30 digits. The phone number you type must be answered by the Automated Attendant at the destination site. If your site uses Line, Pool or Route access codes, the code must precede the phone number. For example, if you must press 9 to access an outside line, then 9 must be the first number in the phone number.

5. In the **Site Prefix** box, type the Site Prefix. This number is a maximum of nine digits.

6. At the **Line**, **Pool** or **Route** option, select Line, Pool or Route. Select Line to select a specific outgoing line. Select Pool to select a line within a line pool. Select Route to use a Route code for outdialing. The following steps assume you have selected a line for outdialing.

7. In the **Line** box, type the line number.

8. Click the **OK** button.
   The site you added appears in the Site Administration list.

9. Click the **Close** button to close the Site Administration dialog box.

### Changing a site in the Network Site Table

You can change the site parameters of any site in the Network Site Table. You cannot change the Site Prefix of a site. The site must be deleted and a new site created with a new Site Prefix and new parameters for the site.

To change a site in the Network Site Table:

1. Click the **Networking** menu and then click **Site Administration**.
   The Site Administration dialog box appears.

2. Click the site you want to change, and then click the **Change** button.
   The AMIS-Specific Networking Site Parameters dialog box displays the information for the site.

3. In the **Site Name** box, type the site name. The site name is a maximum of 16 characters.

4. In the **Phone Number** box, type the phone number of the destination site. The phone number is a maximum of 30 digits. The phone number you type must be answered by the Automated Attendant at the destination site. If your site uses line, pool or Route access codes, the code must precede the phone number. For example, if you must press 9 to access an outside line, then 9 must be the first number in the phone number.

5. At the **Line**, **Pool** or **Route** option, select Line, Pool or Route. Select Line to select a specific outgoing line. Select Pool to select a line within a line pool. Select Route to use a Route code for outdialing. The following steps assume you have selected a line for outdialing.

6. In the **Line** box, type the number of the line.

7. Click the **OK** button to accept your changes.
   Repeat steps 2 to 7 for each site you want to change in the Site Administration Table.

8. Click the **Close** button to close the Site Administration dialog box.

### Deleting a site from the Network Site Table

A site can be deleted from the Network Site table at any time.

To delete a site:

1. Click the **Networking** menu and then click **Site Administration**.
   The Site Administration dialog box appears.

2. Click the site you want to delete, and then click the **Delete** button.
   A message appears that asks you to confirm your request to delete the site.

3. Click the **OK** button to confirm the deletion.

4. Click the **Close** button to close the Site Administration dialog box.

## Setting up Call Scheduling

The Call Scheduling parameter establishes times when Network Delivery Messages are prohibited. You can limit non-urgent calls during peak periods or when long distance rates are highest. You can establish Call Scheduling for every day of the week.

There are four Call Schedulings per day. These periods are called bands. For example, you can establish a band on Monday from 8:00 to 11:00 in the morning, and from 12 noon until 4:00 in the afternoon. The available time for network calls to occur is before 8:00 in the morning, between 11:00 and 12:00 p.m. and any time after 4:00. The following table shows an example of the Call Scheduling for Monday.

**Note:** If Call Scheduling continues past midnight, you must create two Call Scheduling periods. The first Call Scheduling period ends at midnight and the second Call Scheduling period begins at midnight of the next day.

**Example of a Call Scheduling for one day**

| Day | Band | Call Scheduling Time From | Call Scheduling Time To |
|---|---|---|---|
| Monday | 1 | 08:00 a.m. | 11:00 a.m. |
| Monday | 2 | 12:00 p.m. | 4:00 p.m. |
| Monday | 3 | : | : |
| Monday | 4 | : | : |

Call Scheduling applies to outgoing messages. Incoming messages are still received at any time. Call Scheduling does not apply to urgent messages.

From the table Example of a Call Scheduling for one day, the available hours for network messaging are those hours before 8:00, between 11:00 and 12:00 pm and all hours after 4:00.

In the table Call Scheduling on page 32 the Call Scheduling for all days is shown, including Sunday. Use this table to record the periods when Call Scheduling is established.

Copy page before using if more sheets required

**Call Scheduling**

| Day | Band | Call Scheduling Time From | Call Scheduling Time To |
|---|---|---|---|
| Monday | 1 | : | : |
| Monday | 2 | : | : |
| Monday | 3 | : | : |
| Monday | 4 | : | : |
| Tuesday | 1 | : | : |
| Tuesday | 2 | : | : |
| Tuesday | 3 | : | : |
| Tuesday | 4 | : | : |
| Wednesday | 1 | : | : |
| Wednesday | 2 | : | : |
| Wednesday | 3 | : | : |
| Wednesday | 4 | : | : |
| Thursday | 1 | : | : |
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| Saturday | 1 | : | : |
| Saturday | 2 | : | : |
| Saturday | 3 | : | : |
| Saturday | 4 | : | : |
| Sunday | 1 | : | : |
| Sunday | 2 | : | : |
| Sunday | 3 | : | : |
| Sunday | 4 | : | : |

### Entering Call Scheduling times

The following steps show you how to enter Call Scheduling times for one day. Use the same steps shown here to enter Call Scheduling times for other days.

To enter Call Scheduling times:

1. Click the **Networking** menu and then click **AMIS Blocking Periods**. The AMIS Networking Call Blocking Periods dialog box appears.

2. Select the day you want to enter Call Scheduling times for.

3. In the **from** box, type the start time of the first Call Schedule and select am or pm. Any single-digit hour or minute must be preceded by a zero. For example, 8:00 is typed as 08:00.

4. In the **to** box, type the end time of the first Call Schedule and select am or pm. Any single-digit hour or minute must be preceded by a zero. For example, 8:00 is typed as 08:00.

5. Click the **OK** button.

**Note:** If there is an overlap in time bands established for the same day, Enterprise Edge Voice Messaging AMIS determines the time band from the earliest time and the latest time of the overlapping time bands and treats the times as one Call Schedule.

## Setting up outdialing channel configuration

Setting up the outdialing channel configuration establishes the number of channels available to Enterprise Edge Voice Messaging to make outgoing calls. The number of channels designated for outdialing is determined by the Enterprise Edge Voice Messaging module that your site uses.

Before setting the outdial channel configuration, you must first determine how many channels your site's Enterprise Edge Voice Messaging module has available. For more information about outdialing, refer to the *Enterprise Edge Voice Messaging Programming Record* or Appendix A: AMIS Programming Record on page 59.

**Note:** We recommend that you do not set the outdialing channel configuration to more than half of the available channels. For example, if your site has a 4 Channel system, this means you have four available channels for outgoing and incoming Enterprise Edge Voice Messaging calls. If you are using a 4 Channel system, set the channel configuration to 2.

To set up the outdialing channel configuration:

1. Click the **Options** menu and then click **System Parameters**.
   The System Parameters dialog box appears.

2. In the **Number of Outcalling Channels** box, type the number of outdialing channels.

3. Click the **OK** button.

## Testing Network Message capability

Use the AMIS Loopback Mailbox to test your Network Message capability. The Loopback Mailbox is a test mailbox that allows you to determine whether or not AMIS messages are being sent over the network. Each site in a network has a Loopback Mailbox.

To test AMIS using the Loopback Mailbox, record a message and send it to the Loopback Mailbox of another site in the network. The Loopback Mailbox sends the message back to the mailbox you used at your location. This allows you to determine whether or not your site's network identification number is properly set up and your site is able to receive messages from other sites in the network.

**Note:** The Loopback Mailbox is created automatically when AMIS is installed. If the mailbox number length is 2 digits, the Loopback Mailbox is 13. If the mailbox number length is 4 digits, the Loopback Mailbox is 1003. If the Group List leading digit is 1, then the leading digit of the Loopback Mailbox is 2 instead of 1. The following table shows you how to determine your Loopback Mailbox number.

**Loopback Mailbox Numbers**

| If Mailbox extension length is: | Loopback Mailbox Number is: | If Group List leading digit is 1, then Loopback Mailbox Number is: |
|---|---|---|
| 2 digits | 13 | 23 |
| 3 digits | 103 | 203 |
| 4 digits | 1003 | 2003 |
| 5 digits | 10003 | 20003 |
| 6 digits | 100003 | 200003 |
| 7 digits | 1000003 | 2000003 |

You cannot log onto the Loopback Mailbox or perform any mailbox functions.

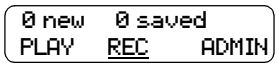
### Sending a Test Network Message

To test Network Message capability you must send a message from your site to the Loopback Mailbox at a site on the AMIS network. When the Loopback Mailbox at the destination site receives the message, it automatically returns the message to the mailbox used at the originating site. If you use the System Administrator's Mailbox, the test message you record is left as a message in your System Administrator Mailbox. When you receive the message, it indicates Network Messaging is operating properly. If you do not receive the message or if a protocol error occurs, refer to Troubleshooting AMIS on page 53.

To send a Test Network Message:

1. Press Feature 9 8 1.

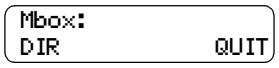
2. Enter your password and press OK or #.



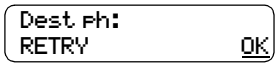

3. Press REC. After the tone, record a test message.

4. Press OK to end the recording.

5. Press OK to accept the recording.

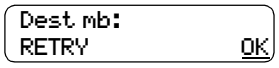



6. Press # #.

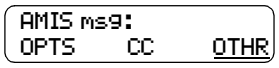



7. Enter the destination site System Phone number and press OK.

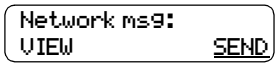
8. Press OK to accept the destination System Phone number.




9. Enter the Loopback Mailbox number and press OK.




10. Press OTHR.




11. Press SEND.
    Press Rls to end this programming session.

To determine whether Network Messaging is working, open your mailbox. The message you record is sent back as a message to your mailbox. If the message does not appear in your mailbox after approximately five minutes:

- ensure that the Network Delivery option is enabled.
- ensure that the Call Scheduling periods at your site and at the receiving site allow network messaging during the time you are attempting to test the system. Call Scheduling is set up by the System Administrator to prevent calls from being placed during a specific time period.
- consider that the test message may be delayed by the length of time established in the Retry interval. The Retry interval is a Class of Service feature. For more information on Class of Service, refer to the *Enterprise Edge Voice Messaging Set Up and Operation Guide.*
- consider that the test message is subject to line availability at your site or at the receiving site

# Setting up and maintaining Network Delivery Mailboxes

# 5

## Introduction

A Network Delivery Mailbox makes it convenient for local users to send messages to remote users. The System Administrator adds and maintains the Network Delivery Mailboxes at each site in the network. A Network Delivery Mailbox can be set up with either a Direct Address or a Site-Based AMIS Address.

The Network Delivery Mailbox contains all the information necessary to transfer a message to a mailbox at another location.

This chapter explains:

- About Network Delivery Mailboxes
- Adding a Network Delivery Mailbox with a Direct Address
- Changing Network Delivery Mailbox parameters for Direct AMIS addressing
- Adding a Network Delivery Mailbox with a Direct Address
- Changing Network Delivery Mailbox parameters for Site-Based AMIS Addressing
- Deleting a Network Delivery Mailbox

### About Network Delivery Mailboxes

Network Delivery Mailboxes simplify network messaging because a mailbox owner must remember only the Network Delivery Mailbox number. When selected, a message sent through the Network Delivery Mailbox is delivered automatically. A local mailbox owner can send a voice message to another person across the AMIS Network using what appears to be a local mailbox number. Sending a message across the country is as simple as sending a message down the hall.

For example, a bank has a main office with many branches throughout the city. Sometimes the bank receives messages for personnel at a different branch. Each person at a branch office can be assigned a Network Delivery Mailbox at the main office. A message for a person working at a remote location is sent to the destination through the Network Delivery Mailbox at the main office.

The number of Network Delivery Mailboxes you need is determined by the number of users on the AMIS network and the type of network messaging required. You can have a maximum of 1,000 mailboxes on your Enterprise Edge Voice Messaging system. The maximum number of mailboxes includes any combination of Special, Personal, Guest, Information and Network Delivery Mailboxes.

Assign the same leading digit for all Network Delivery Mailbox numbers. Assigning a leading digit to mailboxes helps you identify the different Enterprise Edge Voice Messaging mailboxes. For example, Personal mailboxes start with the number four, Guest mailboxes with five, and Network Delivery Mailboxes with six. The Network Delivery Mailbox length must be the same length as the mailbox length. For example, if the mailbox length is five digits, the Network Delivery Mailbox number you assign must also be five digits.

The Network Delivery Mailbox is available only to certified mailbox owners. Callers who are not mailbox owners cannot access the Network Delivery Mailbox.

### Adding a Network Delivery Mailbox with a Direct Address

A Network Delivery Mailbox with a Direct Address is assigned by you and contains:

- a Network Delivery Mailbox number
- a written Network Delivery Mailbox name
- the Company Directory option
- a recorded Network Delivery Mailbox name
- an outdial parameter, either a Line, Pool or Route code
- a line or pool number
- a destination site phone number
- a destination site mailbox number

Before adding Network Delivery Mailboxes with a Direct Address, create a mailbox list. The the table Network Delivery Mailbox parameter summary for Direct Addressing on page 39 summarizes the information you need to create a Network Delivery Mailbox and can also be used as a Network Delivery Mailbox list.

If you use the table, ensure you photocopy the page. Use the photocopy to record your Network Delivery Mailbox numbers and destination parameters. For more information, refer to Appendix A: AMIS Programming Record on page 59.

The Network Delivery Mailbox name can be the name of the mailbox at the destination site or another name you select. The Network Delivery Mailbox name is a maximum of 16 characters.

You must determine whether the outdial parameter is a Line, Pool or Route. If you use a Line or Pool as an outdial parameter, you must know the line or pool number you want to use. The line number is the line used to make the outgoing call.

You must also know the destination site phone number. When sending messages using a Network Delivery Mailbox, the phone number at the destination site must be answered by the Automated Attendant. You must also know the destination mailbox number.

The the table Network Delivery Mailbox parameter summary for Direct Addressing shows the information needed for setting up a Network Delivery Mailbox with a Direct Address. For example, the Network Delivery Mailbox is assigned the number 600. When a mailbox owner selects 600, Enterprise Edge Voice Messaging chooses line number five and dials 555-1234. The receiving site's Automated Attendant, which is at phone number 555-1234, answers the call. Then the Automated Attendant transfers the call to mailbox 8221.

**Network Delivery Mailbox parameter summary for Direct Addressing**

| Network Delivery Mailbox Number | Network Delivery Mailbox Name | Company Directory Option | Outdial parameter (Line, Pool or Route) | Line or Pool Number | Destination site Phone Number | Destination site Mailbox Number |
|---|---|---|---|---|---|---|
| 600 | Armstrong,S | Yes | Line | 5 | 555-1234 | 8221 |
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To add a Network Delivery Mailbox with Direct AMIS Addressing:

1. Click the **Mailbox** menu and then click **Add**.
   The Add Mailbox dialog box appears.

2. In the **Mailbox** box, type the Network Delivery Mailbox number.

3. At the **Mailbox Type** option, select **Network (Open AMIS)**.

4. Click the **OK** button.
   The Mailbox Administration dialog box appears with the General tab open.

5. In the **Last Name** and **First Name** boxes, type the name of the Network Delivery Mailbox. This name can be the name of the mailbox at the destination site or another name you select. The Network Delivery Mailbox name is a maximum of 16 characters.

6. Select the **Directory** check box if you want the Network Delivery Mailbox to appear in the Company Directory.

7. Click the **Outdial** tab. Select **Line** to select a specific outgoing line
   or
   select **Pool** to select a line within a line pool
   or
   select **Route** to select a Route code for outdialing.
   The following steps assume you have selected a line for outdialing.

8. In the **Line** box, type the line number.

9. Click the **Address** tab. In the **Remote Phone Number** box, type the remote phone number. The phone number is a maximum of 30 digits. The phone number you enter must be answered by the Automated Attendant at the destination site. If your company uses line, pool or Route access codes, the code must precede the phone number. For example, if you must press 9 to access an outside line, then 9 must be the first number in the phone number.

10. In the **Remote Mailbox** box, type the remote mailbox number. The remote mailbox number is a maximum of 16 digits.

11. Click the **OK** button to add the new Network Delivery Mailbox.

### Changing Network Delivery Mailbox parameters for Direct AMIS addressing

You can change any parameter assigned to a Network Delivery Mailbox. This does not include the mailbox number. If you need to change a mailbox number, you must first delete the mailbox and then add the new Network Delivery Mailbox. For information about deleting a mailbox, refer to Deleting a Network Delivery Mailbox on page 45.

To change a Network Delivery Mailbox parameter:

1. Click the **Mailbox** menu and then click **Change/Delete**.
   The Mailbox Administration dialog box appears.

2. Click the AMIS Mailbox you want to change, and then click the **Change** button.
   The Mailbox Administration dialog box appears with the General tab open.

3. In the **Last Name** and **First Name** boxes, type the new Network Delivery Mailbox name. This name can be the name of the mailbox at the destination site or another name you select. The Network Delivery Mailbox name is a maximum of 16 characters.

4. Clear the **Directory** check box if you do not want the Network Delivery Mailbox to appear in the Company Directory.

5. Click the **Outdial** tab and select the outdial parameter that you want to change.

6. Click the **Address** tab. In the **Remote Phone Number** box, change the remote phone number. The phone number is a maximum of 30 digits. The phone number you enter must be answered by the Automated Attendant at the destination site. If your company uses line, pool or route access codes, the code must precede the phone number. For example, if you must press 9 to access an outside line, then 9 must be the first number in the phone number.

7. In the **Remote Mailbox** box, change the remote mailbox number. The remote mailbox number is a maximum of 16 digits.

8. Click the **OK** button to return to the Mailbox Administration dialog box.

9. Click the **Close** button to close the Mailbox Administration dialog box.

## Adding a Network Delivery Mailbox with a Site-Based AMIS Address

**A Network Delivery Mailbox with a Site-Based Address is assigned by you and contains:**

- Network Delivery Mailbox Number
- Spelled Network Delivery Mailbox Name
- Company Directory Option
- Recorded Network Delivery Mailbox name
- Destination Site Prefix
- Destination Mailbox Number

Before adding Network Delivery Mailboxes with a Site-Based AMIS Address, create a mailbox list. The the table Network Delivery Mailbox parameter summary for Site-Based AMIS addressing on page 43 summarizes the information you need to create a Network Delivery Mailbox with a Site-Based AMIS Address and can also be used as a Network Delivery Mailbox list.

If you use the table, ensure you photocopy the page. Use the photocopy to record your Network Delivery Mailbox numbers and destination parameters. For more information, refer to Appendix A: AMIS Programming Record on page 59.

The Network Delivery Mailbox name can be the name of the mailbox at the destination site or another name you select. The Network Delivery Mailbox name is a maximum of 16 characters.

To add a Network Delivery Mailbox for Site-Based Addressing, you need to have a site added to the Network Site Table. Refer to Adding a site to the Network Site Table on page 29.

The table Network Delivery Mailbox parameter summary for Site-Based AMIS addressing on page 43 shows the information needed for setting up a Network Delivery Mailbox with a Site-Based Address:

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**Network Delivery Mailbox parameter summary for Site-Based AMIS addressing**

| Network Delivery Mailbox Number | Spelled Network Delivery Mailbox Name | Company Directory Option | Recorded Network Delivery Mailbox name | Destination Site Prefix | Destination Mailbox Number |
|---|---|---|---|---|---|
| 610 | Chatterton,P | Yes | Yes | 6775 | 8225 |
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To add a Network Delivery Mailbox with a Site-Based AMIS Address:

1. Click the **Mailbox** menu and then click **Add**.
   The Add Mailbox dialog box appears.

2. In the **Mailbox** box, type the Network Delivery Mailbox number.

3. At the **Mailbox Type** option, select **Network (Site**).

4. Click the **OK** button.
   The Mailbox Administration dialog box appears with the General tab open.

5. In the **Last Name** and **First Name** boxes, type the name of the Network Delivery Mailbox. This name can the name of the mailbox at the destination site or another name you select. The Network Delivery Mailbox name is a maximum of 16 characters.

6. Select the **Directory** check box if you want the Network Delivery Mailbox to appear in the Company Directory.

7. Click the **Address** tab.

8. In the **Site Prefix** box, type the site prefix.

9. In the **Remote Mailbox** box, type the number of the remote mailbox. The remote mailbox number is a maximum of 16 digits.

10. Click the **OK** button to add the new Network Delivery Mailbox.

### Changing Network Delivery Mailbox parameters for Site-Based AMIS Addressing

You can change any parameter assigned to a Network Delivery Mailbox. This does not include the mailbox number. If you need to change a mailbox number, you must first delete the mailbox and then add the new Network Delivery Mailbox. For information about deleting a mailbox, refer to Deleting a Network Delivery Mailbox on page 45.

To change a Network Delivery Mailbox parameter:

1. Click the **Mailbox** menu and then click **Change/Delete**.
   The Mailbox Administration dialog box appears.

2. Click the AMIS Mailbox you want to change, and then click the **Change** button.
   The Mailbox Administration dialog box appears with the General tab open.

3. In the **Last Name** and **First Name** boxes, type the new Network Delivery Mailbox name. This name can be the name of the mailbox at the destination site or another name you select. The Network Delivery Mailbox name is a maximum of 16 characters.

4. Clear the **Directory** check box if you do not want the Network Delivery Mailbox to appear in the Company Directory.

5. Click the **Outdial** tab and select the outdial parameter that you want to change.

6. If you selected **Line**, in the **Line** box type the line number. If you selected **Pool**, in the **Pool** box type the Pool number.

7. Click the **Address** tab. In the **Remote Phone Number** box, change the remote phone number. The phone number is a maximum of 30 digits. The phone number you type must be answered by the Automated Attendant at the destination site. If your company uses line, pool or Route access codes, the access code must precede the phone number. For example, if you must press 9 to access an outside line, then 9 must be the first number in the phone number.

8. In the **Remote Mailbox** box, change the remote mailbox number. The remote mailbox number is a maximum of 16 digits.

9. Click the **OK** button to return to the Mailbox Administration dialog box.

10. Click the **Close** button to close the Mailbox Administration dialog box.

### Deleting a Network Delivery Mailbox

You can delete a Network Delivery Mailbox at any time. When you delete a mailbox, you cannot access the mailbox from the Company Directory or deliver Network Messages to this mailbox.

To delete a Network Delivery Mailbox:

1. Click the **Mailbox** menu and then click **Change/Delete**.
   The Mailbox Administration dialog box appears.

2. Click the AMIS Mailbox you want to delete, and then click the **Delete** button.
   A message appears asking you to confirm your request to delete the Mailbox.

3. Click the **OK** button to delete the Mailbox.

4. Click **Close** to close the Mailbox Administration dialog box.

# Network Messaging using AMIS 6

## Introduction

Network Messaging involves sending messages across the network from one site to another. AMIS provides full Network Message capabilities. These capabilities include Network Broadcast Messages and Network Group List Messages.

Part of administering Network Messaging is ensuring that the network is operating smoothly. There may be times when it is necessary to disable or re-enable Network Message capabilities. AMIS allows you to specify whether or not your site can receive, send or reply to Network Messages.

This chapter describes:

- Disabling Network Messaging
- Re-enabling Network Messaging
- Enabling the Network Group List Feature

**Note:** To make any changes to the AMIS set up, you require an Enterprise Edge two line display telephone. You cannot change feature settings from an Enterprise Edge one line display telephone.

## Disabling Network Messaging

There may be times when it is necessary to disable Network Messaging. You can disable Network Messaging by:

- Disabling the Network Receive Feature
- Disabling the Network Delivery Feature
- Disabling the Network Reply Feature
- Disabling Network Messaging using the Enterprise Edge Voice Messaging Class of Service

### Disabling the Network Receive Feature

The Network Receive Feature enables your site to receive messages from other sites in the AMIS network. When you do not want the site to receive Network Messages, the Network Receive Feature can be disabled.

**Note:** Your site cannot receive Network Messages while the Network Receive Feature is disabled.

To disable the Network Receive Feature:

1. Click the **Networking** menu and then click **General Networking Parameters**.
   The General Networking Parameters dialog box appears.

2. At the **Network Receive** option, select **No**.

3. Click the **OK** button.
   The Network Receive feature is now disabled.

### Disabling the Network Delivery Feature

The Network Delivery Feature enables your site to send Network Messages. There may be times when it is necessary to disable the Network Send Feature. You can restrict sending Network Messages when your company is closed. When this feature is disabled, sending messages to other sites on a network is prohibited.

Enterprise Edge Voice Messaging does not send Network Messages from your site when the Network Delivery Feature is disabled.

To disable the Network Delivery Feature:

1. Click the **Networking** menu and then click **General Networking Parameters**.
   The General Networking Parameters dialog box appears.

2. At the **Network Delivery** option, select **No**.

3. Click the **OK** button.
   The Network Delivery feature is now disabled.

### Disabling the Network Reply Feature

Network Messaging includes your site's ability to reply to Network Messages left in mailboxes from other sites. Disabling the Network Reply Features prohibits an individual from replying to a Network Message.

To disable the Network Reply Feature:

1. Click the **Networking** menu and then click **General Networking Parameters**.
   The General Networking Parameters dialog box appears.

2. At the **Network Reply** option, select **No**.

3. Click the **OK** button.
   The Network Reply feature is now disabled. Your site cannot reply to Network Messages when the Network Reply Feature is disabled.

### Disabling Network Messaging using the Enterprise Edge Voice Messaging Class of Service

Network Messaging can also be restricted on an individual mailbox basis. You can do this through the Enterprise Edge Voice Messaging Class of Service designation.

**Note:** For information about Class of Service values, refer to Class of Service values on page 64. For information about changing a mailbox Class of Service, refer to the *Enterprise Edge Voice Messaging Set Up and Operation Guide.*

## Re-enabling Network Messaging

There may be times when it is necessary to re-enable Network Messaging. You can re-enable Network Messaging by:

- Re-enabling the Network Receive Feature
- Re-enabling the Network Delivery Feature
- Re-enabling the Network Reply Feature
- Re-enabling Network Messaging using the Enterprise Edge Voice Messaging Class of Service

### Re-enabling the Network Receive Feature

The Network Receive Feature enables your site to receive messages from other sites in the AMIS network.

To re-enable the Network Receive Feature:

1. Click the **Networking** menu and then click **General Networking Parameters**.
   The General Networking Parameters dialog box appears.

2. At the **Network Receive** option, select **Yes**.

3. Click the **OK** button.
   The Network Receive feature is now re-enabled.

### Re-enabling the Network Delivery Feature

The Network Delivery Feature enables your site to send Network Messages.

To re-enable the Network Delivery Feature:

1. Click the **Networking** menu and then click **General Networking Parameters**.
   The General Networking Parameters dialog box appears.

2. At the **Network Deliver** option, select **Yes**.

3. Click the **OK** button.
   The Network Delivery feature is now re-enabled.

### Re-enabling the Network Reply Feature

Network Messaging includes your site's ability to reply to Network Messages left in mailboxes from other sites.

To re-enable the Network Reply Feature:

1. Click the **Networking** menu and then click **General Networking Parameters**.
   The General Networking Parameters dialog box appears.

2. At the **Network Reply** option, select **Yes**.

3. Click the **OK** button.
   The Network Reply feature is now re-enabled.

### Re-enabling Network Messaging using the Enterprise Edge Voice Messaging Class of Service

If Network Messaging is restricted on an individual mailbox basis, you can re-enable Network Messaging through the Enterprise Edge Voice Messaging Class of Service designation.

**Note:** For information about Class of Service values, refer to Class of Service values on page 64. For information about changing a mailbox Class of Service, refer to the *Enterprise Edge Voice Messaging Set Up and Operation Guide.*

## Sending Network Broadcast Messages

The AMIS Network Broadcast Message Feature allows you to send Broadcast Messages over the AMIS network. Broadcast Messages are recorded by you and delivered to all Network Delivery Mailboxes. When this feature is disabled, Network Delivery Mailboxes do not receive the Broadcast Message.

A Network Broadcast Message does not play immediately. It is left in a mailbox and must be selected to play by the mailbox owner. For more information about Broadcast Messages, refer to the *Enterprise Edge Voice Messaging Set Up and Operation Guide.*

### Enabling the Broadcast Message Feature

Before Broadcast Messages can be sent over the network, the Broadcast Message Feature must be enabled.

To enable the Broadcast Message Feature:

1. Click the **Networking** menu and then click **General Networking Parameters**.
   The General Networking Parameters dialog box appears.

2. At the **Network Broadcast** option, select **Yes**.

3. Click the **OK** button.
   The Broadcast Message feature is now enabled.

## Enabling the Network Group List Feature

The Network Group List Feature, when enabled, allows the System Administrator to add Network Mailboxes to a Group List. Any messages sent to the Group Lists are sent to all members, including the Network Delivery Mailboxes.

For information about creating a Network Delivery Mailbox, refer to Chapter 5 Setting up and maintaining Network Delivery Mailboxes on page 37. For more information about preparing a Group List, refer to the *Enterprise Edge Voice Messaging Set Up and Operation Guide*.

**Note:** When the Network Group List Feature is disabled, messages are not sent to the Network Mailboxes in a Group List.

The Network Group List Feature is disabled when AMIS is installed.

To enable the Network Group List Feature:

1. Click the **Networking** menu and then click **General Networking Parameters**.
   The General Networking Parameters dialog box appears.

2. At the **Network Group List** option, select **Yes**.

3. Click the **OK** button.
   The Network Group List feature is now enabled.

***Note:*** For instructions about creating a Group List and sending a Group List Message, refer to the *Enterprise Edge Voice Messaging Set Up and Operation Guide.*

# Troubleshooting AMIS 7

## Introduction

After AMIS is enabled and the operating features are set up, occasional problems can occur. When problems occur they are either a failure to transmit or a failure to connect.

This chapter describes some common problems that can occur while using AMIS. The most common AMIS problem is a failure to transmit a message to another site. A failure to connect can be caused by a system problem or a problem with the lines.

This chapter is divided into three parts:

- Transmission problems and solutions
- Connection problems and solutions
- AMIS Error Messages

A failure to transmit means the site sending the message has made a connection to the site receiving the message. AMIS makes the call, and the originating site and the destination site exchange information, but the message cannot be transmitted.

A failure to connect means there is no exchange of information between the originating site and the destination site.

## Transmission problems and solutions

A failure to transmit is caused when the originating site connects to the destination site and the message is not delivered to the destination site mailbox. When a message cannot be transmitted to a site, the message is returned to the originating mailbox with a voice prompt stating the message was not delivered.

Transmission errors generating a failure to transmit error message can be caused by:

**The destination site is not accepting Network Messages.**

This error is caused when the destination site disables the Network Receive Feature. When this feature is disabled, a site is unable to receive network messages.

- Ensure that the Network Receive Feature is enabled at the destination site. For instructions about enabling this feature, refer to Re-enabling the Network Receive Feature on page 49.

**The destination site is not accepting network message delivery.**

This error is caused when a message is sent to a destination site that is not in the AMIS network. Network Messaging can occur only between sites that have AMIS enabled.

- Ensure the destination site is included in the AMIS network, and the AMIS software is enabled.

**The destination site's mailbox does not exist.**

This error occurs when a message is delivered to a mailbox that does not exist at the destination site.

- Ensure the destination mailbox number is correct.
- Ensure the mailbox at the destination site is initialized.
- Send the message again after you ensure that the mailbox is operating properly.

**The destination site's mailbox could not accept messages.**

This error occurs when a mailbox is not initialized.

- Ensure the mailbox at the destination site is initialized.

**The message was too long for the destination site to accept.**

This error occurs when a recorded message exceeds seven minutes and 30 seconds.

- Record a shorter version of the message and send it again.

## Connection problems and solutions

A failure to connect is caused when an error occurs on the line while AMIS is trying to connect to the destination site. When a connection cannot be made to a site, the message is returned to the originating mailbox with a voice prompt explaining the message could not be delivered.

All messages that generate a “failure to connect error” are sent to the originating mailbox.

Connection errors generating failure to connect errors can be caused by:

**The destination site did not answer the call.**

This error is caused when the destination site has disabled the Automated Attendant or the Automated Attendant did not answer the call. It can also be caused by a busy signal received at the destination site. AMIS cannot deliver a Network Message if the destination site does not answer the call using the Automated Attendant.

- Ensure the destination site has the Automated Attendant assigned to answer the Central Office (CO) line designated for network calls. Send the message again. For instructions about assigning the Automated Attendant to answer lines, refer to the *Enterprise Edge Voice Messaging Set Up and Operation Guide.*

**The destination site could not be reached because an outside line was not available.**

This error occurs when all retry attempts to access a line occur and no line is available or access is denied. This can happen when the line is busy, when the line does not exist or when an unexpected dial tone pause occurs. It can also happen if an incorrect line or pool number is entered.

- Ensure that the correct line number is assigned and then send the message again. You can also try assigning a different line for outdialing. If this error occurs frequently because of a busy line, the Enterprise Edge Voice Messaging channel configuration needs to be upgraded. Contact your customer service representative.

**A protocol error occurred while delivering the message.**

This error is caused by a DTMF tone signaling the wrong digits.

- Send the message again. If this happens repeatedly, the DTMF setting on Enterprise Edge Voice Messaging needs to be adjusted. Contact your customer service representative.

This error can occur if the line disconnects during the call before all the DTMF tones are received or transmitted. A message can still be delivered even though all DTMF tones are not sent. In these cases, the protocol error indicates all DTMF signaling was not completed.

**A data transmission error was detected while attempting to deliver the message**

This error is caused by a delay between DTMF tones. The destination site receives the transmit tone and perhaps some other digits, but the pause between the tones is too long.

- Send the message again. If this happens repeatedly, contact your customer service representative

**Timeout occurred while attempting to deliver the message.**

This error is caused when the first digit in the transmission sequence is not received by the destination site. A timeout error occurs when a transmission signal is not received within 10 seconds.

- Send the message again. If this happens repeatedly, the DTMF setting on Enterprise Edge Voice Messaging might need to be adjusted. Contact your customer service representative.

## AMIS error messages

AMIS error messages appear on the display when an incorrect action is performed. AMIS Voice Prompt error messages are heard through the receiver or handsfree speaker.

### AMIS error messages on the display

Error messages that appear on the display are presented here in alphabetical order:

#### Invalid code

Appears when an incorrect International, Long Distance, Country, or Area Code is entered.

#### Invalid mailbox

Appears when an incorrect mailbox number is added.

#### Invalid name

Appears when a name is not assigned correctly to a Network Delivery Mailbox when the mailbox is created.

#### Invalid number

Appears when you enter an invalid line number when sending or replying to a Network Message. Can also appear when assigning an incorrect line when creating or changing a Network Delivery Mailbox.

#### Mbox exists

Appears when a duplicate Network Delivery Mailbox exists.

#### Name too long

Appears when adding a Network Delivery Mailbox and the name exceeds the 16 character maximum.

#### Network denied

Appears when access to the AMIS network is not allowed through a Class of Service.

#### Network disabled

Appears when sending a message to a Network Delivery Mailbox and the network is disabled.

#### Network reply off

Appears when the Network Message Reply parameter is set to NO.

#### Rec too long

Appears when the Network Message is too long. A Network Message can be a maximum seven minutes and 30 seconds long.

### AMIS voice prompt error messages

You may hear the following AMIS voice prompt error messages through the handset or handsfree speaker:

**A Network Delivery Mailbox could not receive your Broadcast Message.**

This message plays when the Message Delivery Feature is disabled at your site, or the receiving site has the Network Receive Feature disabled.

**The following message could not be delivered to...[mailbox owner's name or mailbox number].**

This message plays when a message cannot be received at a site. This can occur if:

- The destination site is unable to answer the call.
- The destination site is not accepting Network Messages.
- The destination site is incapable of accepting Network Messages.
- The destination site mailbox does not exist.
- The destination site mailbox is full.
- An outside line is not available.
- A protocol error occurs while the message was being transmitted.
- A data transmission error occurs during transmission.
- A timeout error occurs during transmission.

*The destination site could not be reached because an outside line is not available.*

This message plays when:

- The outside line selected is not available.
- No dial tone is detected on the selected line.
- An unexpected dial tone is received.

**The destination site did not answer the delivery call.**

This message occurs when the destination site is not enabled to answer the lines. Ensure that the destination site is set to answer the line(s).

*The destination site's mailbox could not accept messages.*

This message occurs when the Network Receive option is set to NO. Ensure the destination site has the Network Receive option set to YES.

*A protocol error occurred while delivering the message.*

Try sending the message again.

**Data transmission error was detected while attempting to deliver the message.**

Try sending the message again.

**Time out occurred while attempting to deliver the message.**

Try sending the message again.

**The destination site is not accepting Network Delivery Messages.**

This message occurs when the destination site's hard disk drive is full. Try sending the message again.

# Appendix A: AMIS Programming Record

## Before you begin

- Make copies of the pages you need for recording more programmed settings.
- For details on programmable settings, refer to Setting up Dialing Translation on page 15.

## Programming overview

The following overview provides a recommended approach to AMIS programming. To use this overview:

- Start at the top and progress down through the programming options. Determine which options require your attention.
- Space is provided for you to write or circle the option. Determine if the defaults, shown in **bold**, are adequate.
- Instructions for accessing each programmable option are shown in brackets ( ).

**Site Network Identification Number**

| | |
|---|---|
| International Access Code | |
| Country code | |
| Area Code | |
| System Phone Number | |

**Note:** Ensure the phone number assigned to answer network calls is assigned to the Automated Attendant.

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**Network Site Table**

| | |
|---|---|
| Site Prefix | |
| Site Name | |
| Recorded Site Name | Yes No |
| Outdial | Line number<br>Pool number<br>Route Code |
| Destination Site Phone number | |
| Site Prefix | |
| Site Name | |
| Recorded Site Name | Yes No |
| Outdial | Line number<br>Pool number<br>Route Code |
| Destination Site Phone number | |
| Site Prefix | |
| Site Name | |
| Recorded Site Name | Yes No |
| Outdial | Line number<br>Pool number<br>Route Code |
| Destination Site Phone number | |
| Site Prefix | |
| Site Name | |
| Recorded Site Name | Yes No |
| Outdial | Line number<br>Pool number<br>Route Code |
| Destination Site Phone number | |

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**Calling Block Periods**

| Day | Band | Calling Block Time from | Calling Block Time to |
|---|---|---|---|
| Monday | 1 | ____ : ____ | ____ : ____ |
| | 2 | ____ : ____ | ____ : ____ |
| | 3 | ____ : ____ | ____ : ____ |
| | 4 | ____ : ____ | ____ : ____ |
| Tuesday | 1 | ____ : ____ | ____ : ____ |
| | 2 | ____ : ____ | ____ : ____ |
| | 3 | ____ : ____ | ____ : ____ |
| | 4 | ____ : ____ | ____ : ____ |
| Wednesday | 1 | ____ : ____ | ____ : ____ |
| | 2 | ____ : ____ | ____ : ____ |
| | 3 | ____ : ____ | ____ : ____ |
| | 4 | ____ : ____ | ____ : ____ |
| Thursday | 1 | ____ : ____ | ____ : ____ |
| | 2 | ____ : ____ | ____ : ____ |
| | 3 | ____ : ____ | ____ : ____ |
| | 4 | ____ : ____ | ____ : ____ |
| Friday | 1 | ____ : ____ | ____ : ____ |
| | 2 | ____ : ____ | ____ : ____ |
| | 3 | ____ : ____ | ____ : ____ |
| | 4 | ____ : ____ | ____ : ____ |
| Saturday | 1 | ____ : ____ | ____ : ____ |
| | 2 | ____ : ____ | ____ : ____ |
| | 3 | ____ : ____ | ____ : ____ |
| | 4 | ____ : ____ | ____ : ____ |
| Sunday | 1 | ____ : ____ | ____ : ____ |
| | 2 | ____ : ____ | ____ : ____ |
| | 3 | ____ : ____ | ____ : ____ |
| | 4 | ____ : ____ | ____ : ____ |

**Outdialing channels**

| | |
|---|---|
| Number of channels | 1 2 3 4 5<br>6 7 8 9 10 |

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**Network Messaging Parameters**

| | | |
|---|---|---|
| Network Receive | | **Y** N |
| Network Delivery | | **Y** N |
| Network Reply | | **Y** N |
| System Name | Enable | Y **N** |
| | Recording | |
| Sender Name | | Y **N** |
| Network Broadcast Messages | | Y **N** |
| Network Group List | | Y **N** |
| Network Retry | | 1 2 **3** 4 5<br>6 7 8 9 |
| Network Retry Delay (1 to 60 min., default **10**) | | |
| Loopback Test Mailbox | Enable | Y **N** |
| | Outdial | Line number<br>Pool number<br>Route Code |

**Network Delivery Mailboxes**

| | |
|---|---|
| Network Delivery Mailbox number | |
| Network Delivery Mailbox name | |
| Include in Directory | Y N |
| Network Delivery Mailbox name recorded | Y N |
| Outdial | Line number<br>Pool number<br>Route Code |
| Destination Site Phone number | |

# Appendix B: Default Specifications

**AMIS Default Feature Settings**

| Data Field | Value Range | Default |
|---|---|---|
| Network Receive | YES/NO | YES |
| Network Delivery | YES/NO | YES |
| Network Reply | YES/NO | YES |
| System Name Attached to Messages | YES/NO | NO |
| Sender Name Attached to Messages | YES/NO | NO |
| Network Broadcast Messages | YES/NO | NO |
| Network Group List | YES/NO | NO |
| Network Retries | 1 - 9 | 3 |
| Network Delay | 1 - 60 minutes | 10 minutes |
| Default Loopback Mailbox | YES/NO | NO |

YES = Enabled, NO = Disabled

**Note:** The Loopback Mailbox is created automatically when AMIS is installed. If the mailbox number length is 2 digits, the Loopback Mailbox is 13. If the mailbox number length is 4 digits, the Loopback Mailbox is 1003. If the Group List leading digit is 1, the leading digit of the Loopback Mailbox is 2 instead of 1. The following table shows you how to determine your Loopback Mailbox number.

**Loopback Mailbox Numbers**

| If Mailbox extension length is: | Loopback Mailbox Number is: | If Group List leading digit is 1, then Loopback Mailbox Number is: |
|---|---|---|
| 2 digits | 13 | 23 |
| 3 digits | 103 | 203 |
| 4 digits | 1003 | 2003 |
| 5 digits | 10003 | 20003 |
| 6 digits | 100003 | 200003 |
| 7 digits | 1000003 | 2000003 |

You cannot log on to the Loopback Mailbox or perform any mailbox functions.

## Class of Service values

| Class of Service values: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|---|---|---|---|---|---|---|---|---|
| Prompt language | P | A | P | A | P | A | P | A |
| Mailbox message time (in minutes) | 15 | 15 | 15 | 15 | 5 | 5 | 20 | 20 |
| Message length (in minutes) | 3 | 3 | 7 | 7 | 3 | 3 | 2 | 2 |
| Message retention period (in days) | 30 | 30 | 0 | 0 | 7 | 7 | 15 | 15 |
| Greeting length (in minutes) | 1 | 1 | 1 | 1 | 1 | 1 | 10 | 10 |
| Off-premise Message Notification | Y | Y | Y | Y | N | N | Y | Y |
| Retry intervals (in minutes) | 5 | 5 | 10 | 10 | n/a | n/a | 30 | 30 |
| Number of attempts | 3 | 3 | 5 | 5 | n/a | n/a | 9 | 9 |
| Outbound Transfer | Y | Y | Y | Y | N | N | Y | Y |
| Incorrect pswd attempts | 9 | 9 | 9 | 9 | 6 | 6 | 4 | 4 |
| Password expiry (in days) | 90 | 90 | 90 | 90 | 60 | 60 | 30 | 30 |
| Networking | Y | Y | Y | Y | N | N | Y | Y |
| Target Attendant | Y | Y | Y | Y | N | N | Y | Y |
| Call Record | N | N | N | N | N | N | N | N |

0 = indefinite retention, P = Primary Language, A = Alternate Language

| Class of Service values: | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
|---|---|---|---|---|---|---|---|---|
| Prompt language | P | A | P | A | P | A | P | A |
| Mailbox message time (in minutes) | 10 | 10 | 30 | 30 | 120 | 120 | 120 | 120 |
| Message length (in minutes) | 3 | 3 | 7 | 7 | 10 | 10 | 2 | 2 |
| Message retention period (in days) | 365 | 365 | 60 | 60 | 90 | 90 | 45 | 45 |
| Greeting length (in minutes) | 1 | 1 | 2 | 2 | 3 | 3 | 5 | 5 |
| Off-premise Message Notification | Y | Y | N | N | Y | Y | Y | Y |
| Retry intervals (in minutes) | 5 | 5 | n/a | n/a | 15 | 15 | 30 | 30 |
| Number of attempts | 3 | 3 | n/a | n/a | 7 | 7 | 9 | 9 |
| Outbound Transfer | Y | Y | N | N | Y | Y | Y | Y |
| Incorrect pswd attempts | 9 | 9 | 9 | 9 | 6 | 6 | 4 | 4 |
| Password expiry (in days) | 90 | 90 | 90 | 90 | 60 | 60 | 30 | 30 |
| Networking | Y | Y | N | N | Y | Y | Y | Y |
| Target Attendant | Y | Y | N | N | Y | Y | Y | Y |
| Call Record | N | N | N | N | N | N | N | N |

0 = indefinite retention, P = Primary Language, A = Alternate Language

# Glossary

**Administration**

The tasks involved in maintaining the Enterprise Edge Voice Messaging mailboxes, greetings and set up configuration.

**Area Code**

A code assigned to designate a calling area within an area.

**Automated Attendant**

The Enterprise Edge Voice Messaging answering service that answers incoming calls with a Company Greeting, plays a list of Enterprise Edge Voice Messaging options to a caller, and performs call routing functions in response to a caller's selections.

**Broadcast Message**

A message that can be sent only by the System Administrator. This type of message plays in all initialized Personal Mailboxes and plays immediately when the mailbox is opened by the mailbox owner. It is automatically deleted after the mailbox owner listens to the message after opening the mailbox.

**Calling Block Periods**

A period of time established by the System Administrator when network delivery messaging is prohibited.

**Channel Configuration**

The number of channels on an Enterprise Edge Voice Messaging unit designated for outdialing.

**Class of Service**

A predetermined number designation that specifies the Enterprise Edge Voice Messaging options for a mailbox.

**Company Directory**

An internal voice list that contains the names of users with initialized mailboxes who are designated to be in the Directory.

**Configuring Enterprise Edge Voice Messaging Lines**

The tasks involved in determining which incoming telephone lines of a business are answered by Enterprise Edge Voice Messaging and which Greeting Table is assigned.

**Conventions**

The way certain information is described. For example, using underlined text to represent the second line of the display prompt information.

**Country Code**

A code for long distance calling assigned to a country.

**Default**

The parameters preset within the AMIS software.

**Designated Operator**

An individual in a company who is assigned to answer the Enterprise Edge Voice Messaging operator request option.

**Direct Addressing**

The ability to send a message directly to a remote site by specifying the line, pool or route number, phone number and destination mailbox.

**Display**

A one or two line screen on an Enterprise Edge telephone that shows Enterprise Edge Voice Messaging commands and options.

**Display Buttons**

The three buttons that appear on an Enterprise Edge two-line display telephone. When pressed, these buttons select the specified Enterprise Edge Voice Messaging option.

**Display Options**

The choices available that appear on the Enterprise Edge two line display displays. Options that appear on the display are selected using the display buttons.

**DTMF Telephone**

A push button telephone that emits DTMF tones.

**Group Lists**

A collection of mailbox numbers that are assigned a special “Group” number by Enterprise Edge Voice Messaging. When a message is sent to a Group List, mailboxes in the List receive the same message. Member mailboxes can be located at the same site or at different locations within an AMIS network.

**Initialize Mailbox**

Preparing a mailbox to receive messages, which includes changing a mailbox default password and recording a Company Directory name.

**International Access Code**

A code identifying the digits dialed to access international calling.

**Long Distance Access Code**

The code used to access direct dial long distance calling services in a country.

**Loopback Mailbox**

The test mailbox used to determine if a site can transmit and receive a network message. The Loopback mailbox default number is 103 if the extension length is three digits. Refer to the table Loopback Mailbox Numbers on page 34. The length of the Loopback Mailbox number is dependent on the mailbox number length.

**Mailbox**

A storage place for messages on the Enterprise Edge Voice Messaging system.

**Network Delivery Feature**

The feature that, when enabled, allows a site to send messages to other sites within an AMIS network.

**Network Delivery Mailboxes**

Mailboxes added by the System Administrator that allow access to an assigned mailbox at a destination site within an AMIS network. Network Delivery Mailboxes can be set up with either a Direct Address or a Site-Based AMIS Address.

**Network Dialing Parameters**

The values that determine how many times an attempt is made to contact a destination site within an AMIS network. The dialing parameters also include a retry interval.

**Network Identification Number**

A number comprised of an outdialing number and a series of numbers establishing a site's country and area code and phone number.

**Network Messaging**

The ability to send, receive and reply to messages sent between remote locations within an AMIS network.

**Network Receive Feature**

The feature that, when enabled, allows a site to receive messages from other locations within an AMIS network.

**Network Reply Feature**

The feature that, when enabled, allows a site to reply to messages sent from other locations within an AMIS network.

**Outdial Parameter**

The parameter that specifies an outdial value. The outdial value can be either a line, pool number or Route code.

**Password**

A four to eight digit number that is entered using the dialpad. A password is used to open mailboxes or perform configuration tasks.

**Personal Mailboxes**

Mailboxes that are assigned to users as a place to store messages.

**Resetting Enterprise Edge Voice Messaging**

Returning the Enterprise Edge Voice Messaging voice module to its original default settings.

**Retry Interval**

The amount of time AMIS waits before another attempt is made to contact a destination site when a failure to connect occurs.

**Site-based AMIS Addressing**

The ability to send a message to a remote site by specifying the destination site's prefix and the mailbox number of the person you want to send the message to. The System Administrator must create a Network Site Table before a user can send messages using Site-Based AMIS Addressing.

**Special Mailboxes**

The two mailboxes used by the System Administrator and designated Enterprise Edge Voice Messaging operator are the System Administrator Mailbox and the General Delivery Mailbox.

**System Administrator**

The person responsible for configuring, updating and maintaining the Enterprise Edge Voice Messaging system.

**System Administrator Mailbox**

The Special Mailbox used by the System Administrator for sending Broadcast Messages. This is the System Administrator's Personal Mailbox.

**Voice Prompts**

The prerecorded voice instructions that are played when accessing the different Enterprise Edge Voice Messaging features and options.

# Index


**A**

access 18
AMIS
  changing default feature settings 27
  connection problems and solutions 54
  Error messages 56
  failure to connect 53
  failure to transmit 53
  Programming Record 59
  transmission problems and solutions 53

**B**

Broadcast Message Feature
  enabling 51

**C**

Calling Block
  setting up 31
code 18

**D**

Dialing Table Translation
  network access 17
Dialing Translation 15
Dialing Translation Parameters
  access code 18
  long distance access code 18
  reply translation 18
Dialing Translation Table 19
  changing an entry 20
  checking the entries 20
  deleting an entry 21
  how it works 15
  reviewing the entries 20
  setting up 19
Direct Addressing 11

**I**

International Access Code 24

**L**

Loopback Mailbox 34
  enabling 25

**N**

Network 10
  Broadcast Messages 11, 26
  Delay 11, 26
  Delivery 26
  Delivery Feature 10
  messaging 10
  Receive 26
  Receive Feature 10
  Reply 26
  Reply Feature 10
  Retries 11, 26
  System Group List 11, 26
  System Name 24
Network Access 17
Network Broadcast Messages
  sending 50
Network Delivery Feature
  disabling 48, 49
Network Delivery Mailbox 12
  about 37
  adding 38
  changing parameters 41, 44
  contents 38, 42
  deleting 45
  maximum number of mailboxes 37
  sending to 38
Network identification number
  country Code 24
  system Telephone number 24
Network Messages
  sending 11
Network Messaging 47
  disabling 47, 49, 50
Network Receive Feature
  disabling 47, 49
Network Reply Feature
  disabling 48, 50
Network Site Table
  site Name 28

**O**

Operation Tasks Summary 13
Outdialing channel configuration 34

**S**

Sender Name 10
Sending Network Messages 11
Set Up Tasks Summary 13
Setting the Dialing Translation Parameters 19
Setting up AMIS 13
Setting up outdialing channel configuration 33
Setting up the network identification number 23
Site Name 28
System 24
System Name 24

## T

Technician-Created Dialing Translation Table 21
Telephone number Translation 16
    Network extension numbers 16
Test Network Message 35
    sending 35
Testing Network Message capability 34
Transmission problems and solutions 53
Troubleshooting AMIS 53